State of Montana
Department of Administration

2012 Agency Biennial IT Report
Fiscal Year 2011-2012

August 2012

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EXECUTIVE SUMMARY

I am pleased to present the 2012 Department of Administration (DOA) Biennial Information Technology (IT) Report. This report summarizes the progress made on the projects and initiatives from the 2010 Department of Administration IT Plan.

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed	5	5		
Substantially Completed	3	2		1
Deferred				
Delayed	2		2	
Cancelled	2		2	
Remain on-going by design	8	5	1	2

The DOA provides an array of support and regulatory services to a variety of customers, including other government agencies, employees and citizens. The DOA's mission statement "To Serve, Satisfy and Support Our Customers" drives the action of every employee in the DOA to provide quality government services and value to the citizens of Montana.

The DOA has identified three main goals to support its mission:

1.   Provide services based on standards, best practices, and fiscal sustainability.

2.   Emphasize efficiency, reliability, transparency, and leadership.

3.   Build and maintain relationships to support effective government

Janet R. Kelly, Director

Department of Administration

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Goal Number 1:

ITG 1   Provide services based on standards, best practices, and fiscal sustainability.

Description: The Department of Administration will deploy information technology projects based on industry standards, best practices and sound financial planning.

Benefits: This goal recognizes that information technology is critical for the delivery of services and must be deployed with growth, manageability and financial viability in mind. Solutions that are based upon standards, follow best practices and are fiscally sustainable will enable the DOA to leverage existing efforts and allow the delivery of more services at a lower cost.

Which state strategic goal(s) and/or objective(s) does your goal address: Provide services based on standards, best practices, and fiscal sustainability.

Supporting Objective/Action

ITO 1-1   Increase the availability and use of alternative education delivery models to supplant classroom instruction, reduce costs, and increase outreach.

Accomplishments: The DOA has continued to deploy and use new technology, particularly Adobe Connect and SharePoint, to deliver training, education and information to our customers.

Status: On-going

Supporting Objective/Action

ITO 1-2   Increase customer satisfaction by identifying and meeting customer expectations and requirements for new applications or enhancements to existing applications.

Accomplishments: The DOA IT Team has instituted more formal project approach and management methodologies and brought in contracted project managers and business analysts to facilitate this effort. A business analyst/project manager staff position was recently added, strengthening our abilities and capabilities in this area.

Status: On-going

Supporting Objective/Action

ITO 1-3   Ensure customer data is secure and that the Department maintains their individual privacy and integrity.

Accomplishments: Despite funding and resource challenges, the DOA continues to develop an Information Security Program and take various actions to support this objective. We took measures to secure copier hard drives, demonstrate compliance with MCA 2-6-5 (Protection of Personal Information), and began an on-line information security awareness and training program. The DOA also maintains strong presence and participation in the Information Security Managers Group facilitated by SITSD for networking and sharing with other Security managers in other agencies.

Status: On-going

Goal Number 2:

ITG 2 **Emphasize efficiency, reliability, transparency, and leadership.**

Description: The Department will leverage information technology to emphasize service delivery models that promote efficiency, reliability, transparency and leadership.

Benefits: Constituents, businesses and other government agencies now expect to conduct business and interact through technology. Web-based services are expected to be easy to use and provide a multitude of information be available. The MINE portal and SABHRS application provide the infrastructure to provide employees greater access to personal and general employee information, and provides the foundation for employee self-service. The Department also expects to extend web-based services to the general population and businesses. A number of web-based services are contained in this plan to extend benefits to the private sector.

Which state strategic goal(s) and/or objective(s) does your goal address: Emphasize efficiency, reliability, transparency, and leadership.

Supporting Objective/Action

ITO 2-1 **Design and implement self-service applications to allow stakeholders to conveniently and efficiently conduct their business with the Department.**

Accomplishments: The DOA MINE was upgraded last year as part of the SABHRS-HR upgrades, providing new functionality. Benefits enrollment is now conducted primarily on-line. State HR has rolled out a new SharePoint application enabling hiring managers and HR professionals to share and find position description information and provide improved training and education on the hiring process. The new MOM policy system is expected to go-live in October 2012, enabling customers to more easily find policies and provide policy owners a better system and workflow for maintaining policies. RMTD updated their systems to enable their customers to be able to more easily update their claim information and monitor and manage their claims.

Status: On-going

ITO 2-2 **Enable more efficient business processes by providing web-based services to eliminate paper forms, redundant processing steps, manual processes, and excessive data handling.**

Accomplishments: The Banking and Finance Division implemented scanning to eliminate paper and streamline processes. The Division is now implementing a fully integrated system to automate their bank examination processes and digitize information and eliminate hard copy documents. The Local Government Bureau services is currently finalizing a business analysis of their existing processes and systems as the first step in automating and eliminating hard copy documents from their processes. The State Procurement Bureau will be starting a full-scale process and technical systems analysis to begin work towards meeting this objective.

Status: On-Going

Supporting Objective/Action

ITO 2-3 **Utilize industry standard methods and procedures for managing and deploying information technology across the Department.**

Accomplishments: All DOA IT Projects are now being conducted under Project Management principals and methods. The DOA has strong presence and participation with the Project Management Office

Advisory Group. The DOA is also conducting formal business process analysis and requirements gathering prior to conducting implementations, leading to solutions that better meet our needs. The DOA IT Group has created procedures around many IT processes and services and continues to refine them, as well as create structure and organization around others.

Status: On-Going

SECTION 2: IT INITIATIVES STATUS UPDATES

Director's Office:

Initiative 1   Information Technology Infrastructure Management

Description: This initiative encompasses the efforts to manage DOA infrastructure in a proactive, efficient and effective manner. Infrastructure systems to be managed include: Network storage space, PC workstations, printers, software and IT service contracts.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: On-going

Funding: Partially Funded

Initiative 2   Montana Operations Manual (MOM) Update

Description: This initiative will update and standardize the publishing of the MOM. It is expected to be accomplished through a system that will streamline the publishing process, ensure accuracy and enable information to be easier to find and use

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Substantially Completed

Funding: Funded

Banking and Financial Institutions Division:

Initiative 3   Scheduling System and Workflow Management.

Description: System to enable the efficient scheduling of examinations and distribution of the workload for examiners. The system may also encompass workflow, to help automate regulatory processes and streamline customer interaction with the agency.

EPP Number: None.

Status: On-going

Funding: Funded

Initiative 4   Document imaging system bank examiners conducting audits and examinations for depository and non-depository institutions (Division of Banking and Financial Institutions)

Description: System to enable the Division to reduce the amount of paper documents being produced and enable audit and examination information to be stored and accessed electronically by bank examiners in

order to improve efficiency and provide better customer service with fewer delays and reduce the risks and costs associated with storing, transporting and using paper documents containing sensitive information.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Completed

Funding: Funded

General Services Division:

Initiative 5 APPX System Update and Stabilization (Property and Supply Bureau)

Description: The APPX system is used for general accounting functions in the Property & Supply Bureau and is used for A/R, A/P and GL. The system was last upgraded about 7 years ago and needs to be upgraded to bring the underlying infrastructure (backups, security concerns, operating system compatibility) up to enterprise standards.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Completed

Funding: Funded

Initiative 6 Procurement/Vendor Management System Upgrade (Mail and Print Bureau)

Description: The current system doesn't meet the business needs of the Bureau. Explore plans for moving forward to upgrade/replace the system (Avanti).

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Substantially Completed

Funding: Funded

Initiative 7 MAC- Multi-Access Contract Management Service (Main Contract Repository

Description: Improve and enhance this system to enable vendors to self-report contract usage.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: On-going

Funding: Funded

Initiative 8 Facility Maintenance and Management Project Management and Workflow Automation

Description: The Facility Management Bureau has identified the need for improved scheduling, budgeting and spend reporting abilities on projects, especially towards the end of the financial year. Explore industry-specific solutions that capture workflow and data of the facilities management activities in order to provide

more detailed reporting and help drive better program management in the Bureau.

EPP Number:	None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.
Status:	On-going
Funding:	Not Funded

Health Care and Benefits Division:

Initiative 9   Worker's Compensation Data Warehouse

Description: In collaboration with the State Fund and The Montana Association of Health Care Purchasers (MAHCP), the Health Care and Benefits Division seeks to establish a data warehouse of worker's compensation information to enable better decision making and discover areas for cost savings and improved services.

EPP Number:	None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.
Status:	Cancelled
Funding:	Not Funded

Initiative 10   Paper-less Annual Change and On-line Benefits Enrollment

Description: This initiative will enable State of Montana healthcare benefit users to enroll or make annual changes electronically, eliminating paper processing and streamlining the data entry processing. The goal is to increase accuracy and reduce costs associated with paper forms and manual entry.

EPP Number:	None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.
Status:	Substantially Completed
Funding:	Partially Funded

Risk Management and Tort Defense:

Initiative 11   Geographic Risk Information System – create interface for geographic information system (GIS) technology with existing Property/Casualty Information System.

Description: Incorporating GIS technology with the existing Property/Casualty System will enable RMTD to more accurately determine where and how its loss exposures are concentrated and enable more accurate insurance decision making and loss forecasting.

EPP Number:	None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.
Status:	Delayed
Funding:	Funded

Initiative 12   Risk Management and Tort Defense Information Systems Updates and Enhancements

Description: This initiative will update the underlying technology infrastructure of this system to modern technology and standards. This will enable easier support and modification to add features and capability to the system, especially in the areas forms and reporting.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: On-going

Funding: Funded

State Accounting Division:

Initiative 13   Projects and Contracts Management Software

Description: Several State agencies have identified a need for a system that provides project cost accumulation and contract billing capabilities to address their business requirements related to various federal and non federal programs and projects. Also, some State programs involve accumulating costs for projects that utilize multiple agencies (e.g. disaster emergencies). The current Statewide Accounting Budgeting and Human Resource System (SABHRS) enterprise solution provides the foundation for accounting and human resource business requirements; however it does not currently have project cost accumulation capabilities. We believe that the Oracle PeopleSoft Project Costing and Contracts solution, which integrates with the existing SABHRS enterprise solution, will assist State agencies with meeting these business needs. Currently, several states including various transportation departments indicated their business process needs have been met by utilizing the Oracle/PeopleSoft solutions. The current software costs are $576,000 one time only with annual maintenance fees of $130,000. SABHRS Finance and Budget Bureau would anticipate implementing this solution over the next few years.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Cancelled

Funding: Not Funded

Initiative 14   Transparency - State Accounting Bureau will be looking at solutions that will enable the Bureau to meet the expected increased demand for more government transparency in the coming years.

Description: Transparency promotes accountability and provides information for citizens about what their Government is doing. The DOA will explore ways, consistent with law and policy, to disclose information rapidly in forms that the public can readily find and use and harness new technologies to put information about DOA operations and decisions online and readily available to the public. The DOA will also solicit public feedback to identify information of greatest use to the public.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: On-going

Funding: Partially Funded

Initiative 15   Comprehensive Annual Financial Reporting Solution (CAFR) nVision Improvements

Description: This will allow the Department to improve the Comprehensive Annual Financial   Report (CAFR) preparation. The CAFR preparation currently relies on a combination mainframe (COBOL) and Microsoft access process. The improvements will eliminate the need for the mainframe and lotus schedules and will allow for a simplified load of information from SABHRS. This software will be maintained by the SABHRS Finance and Budget Bureau staff in addition to an internal programmer. This will provide for more depth in the CAFR process and less risk for the State.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Completed

Funding: Funded

Initiative 16   Changes to MBARS (State Accounting Division)

Description: The application currently utilized by Montana to accomplish legislative budgeting activities (MBARS) is ten years old and it was built using dated languages and technologies and it is not well-positioned to react to changes in historical business processes. As a result, process owners are investigating the feasibility of modifying the current system, purchasing a new system, or building a new system in order to be better-positioned and to provide additional flexibility. The SABHRS Finance and Budget Bureau in the State Accounting Division (SAD) of the Department of Administration will take the lead on the project with involvement from the two process owner offices…the Governor's Office of Budget and Program Planning (OBPP) and the Legislative Fiscal Division (LFD).

EPP Number: None issued.

Status: On-going

Funding: Funded

Initiative 17   Statewide Accounting Budgeting and Human Resources System (SABHRS) Upgrades and Enhancements - FS

Description: Enhance and improve SABHRS. SABHRS requires periodic upgrades to maintain support and maintenance from the vendor. The upgrades also provide functionality and system support improvements.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Completed

Funding: Funded

State Human Resources Division:

Initiative 18   State Employment Application System Enhancements

Description: Enhance and improve the State Employment Application System. "Backside" improvements

include workflow automation process improvements.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: On-going

Funding: Funded

Initiative 19   Performance Management System.

Description: Explore solutions for developing a Performance Management System. This system would automate the employee appraisal process and provide a system to support more effective employee performance management.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Delayed

Funding: Not Funded

Initiative 20   Statewide Accounting Budgeting and Human Resources System (SABHRS) Upgrades and Enhancements - HR

Description: Enhance and improve SABHRS. SABHRS requires periodic upgrades to maintain support and maintenance from the vendor. The upgrades also provide functionality and system support improvements.

EPP Number: None. This initiative does not meet the threshold as defined in the Agency IT Plan instructions for inclusion as an IT Initiative; however it is included to provide guidance and benefit for the Department of Administration.

Status: Completed

Funding: Funded

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2010 IT plan and 2011 IT plan update.